



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending March 31, 2013**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.33	0.39	0.31	0.34
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.40	0.21	0.33	0.31
E. Percent of Service Installations [730.540(a)]	99.37%	96.43%	98.69%	97.97%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	75.30% *	83.83% *	80.66% *	80.07% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.68	1.87	1.44	1.66
H. Percent Repeat Trouble Reports [730.545(c)]	14.74%	16.91%	14.23%	15.37%
I. Percent of Installation Trouble Reports [730.545(f)]	11.91%	15.95%	19.44%	16.20%
J. Missed Repair Appointments [730.545(h)]	75	98	100	91
K. Missed Installation Appointments [730.540(d)]	104	194	223	174

**Comments**



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